

U.S. Bank

C.A.R.E. Cardholder Guide

C.A.R.E. User Manual – GPP

CAL Card

Logging On

1. Access your Internet Browser.
2. Enter the Web Address: <https://care.usbank.com>
3. Press **Enter**.
4. Click "**I Accept**" under the U.S. Bank License Agreement.
5. Enter your assigned User name, press **Tab**, and enter your Password. User names and Passwords are not case sensitive.
6. Click **Login**.

Tip!

- The first time you log into the system, you are prompted to change your password. Passwords must be 8 – 12 characters long with at least one alpha and one numeric character.
- For security purposes while you are in CARE the Back button on your browser will not work. Using the Back button logs you off of CARE; if this happen you must go through the login process again.



Transaction Management

1. Click **Transaction Management** on the High Level Task bar. Transaction Management will load.
2. If you are presented with Java Security screens, check the box marked *"Remember this Decision"* and click **Grant** until the Java applet loads. You may need to log out of your CARE session and close your browser; you should only have to go through this process once. However, as updates occur you may have to periodically update additional Java Security screens.
3. Once Transaction Management loads, you are presented with your CAL Card account. Click on your **Account Number**.
4. Click on the **Cycle Date** that you want to view. Transaction Management retrieves the five previous cycles plus the current cycle associated with your account number.
5. Click on the 2nd tab **Transactions** to view the transactions that posted during the selected cycle.
6. Click on the **X** in the upper right corner of your screen to close the Transaction Management window. This will return you to the main screen of CARE.

Reports

1. Click **Reports** on the High Level Task bar, a new browser window opens.
2. Click on the drop down arrow by **Select Reports**.
3. Choose either Cardholder Activity Detail or Cardholder Full Transaction Detail.
4. **Report By:** Choose the appropriate date.
5. **Show Allocation:** Click on the appropriate radio button.
6. Choose the **Report Output** type.
7. Click **Submit**.

The screenshot shows the US Bank C.A.R.E. Reporting interface. The title bar reads "US bank C.A.R.E. Reporting Cardholder Account Search". The form contains the following elements:

- Select Report:** A dropdown menu.
- Report By:** Three radio buttons: ☒ Cycle End Date, ☐ Posting Date Range, and ☐ Default Date.
- From:** Date selection fields for Month, Day, and Year.
- To:** Date selection fields for Month, Day, and Year.
- Show Allocation:** Two radio buttons: ☒ Yes and ☐ No.
- Report Output:** Three radio buttons: ☒ Browser, ☐ Excel, and ☐ PDF.
- Buttons:** "Help", "Cancel", "Reset", and "Submit".
- Footer:** "HARDEN SEC © U.S. 990000 2001".

Report Examples

Cardholder Activity Detail

usbank
U.S.B.A.C.
Government Services
Cardholder Detail Report
ROGER N WILES CMD

PACOMBA FACILITY CRAFTS UNIT 12605 OSBORNE STREET JAMES EALEY
PACOMBA CA 91331 MATERIALS MANAGEMENT DIVISION 5801 S EASTERN AVE STE 100
COMMERCE CA 900400000
Cardholder E-Mail:
Approving Officials E-Mail:

Transaction Date	Transaction Post Date	Transaction Reference Number	Description	Merchant Name	City	St.	Amnt.	SIC Code
05/31/2002	06/05/2002	24492152155286628882047	62888204	ELMONTE WINNELSON	6264431331	CA	8.00	5074
Description:								
Acctg. Code:								
05/30/2002	06/05/2002	24492152155286628882021	62888202	ELMONTE WINNELSON	6264431331	CA	100.78	5074
Description:								
Acctg. Code:								
05/31/2002	06/05/2002	24492152155286628882039	62888203	ELMONTE WINNELSON	6264431331	CA	244.15	5074
Description:								
Acctg. Code:								
06/05/2002	06/05/2002	24130842157033192800019		MATTCOLOR	EL MONTE	CA	283.44	7399
Description:								
Acctg. Code:								

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Cardholder Full Transaction Detail

usbank
Cardholder Full Transaction Detail
Cycle End Date: 06/01/2002
Managing Account Number: 4055017600000772
Cardholder Account Number: 4055017600000913
Cardholder Name: WILES N ROGER

Tran Status	Tran Date	Post Date	Trans Amount	Sales Tax	Purchase ID	Merchant Name	Authorize Number	Reference Number	Additional Transaction Detail	Log Data
Unapproved	05/30/2002	06/05/2002	\$100.78	\$0.00	62888202	ELMONTE WINNELSON	272	24492152155286628882021	ATQ	Log Data
Unapproved	05/31/2002	06/05/2002	\$244.15	\$0.00	62888203	ELMONTE WINNELSON	CH	24492152155286628882039	ATQ	Log Data
Unapproved	05/31/2002	06/05/2002	\$8.00	\$0.00	62888204	ELMONTE WINNELSON	317	24492152155286628882047	ATQ	Log Data
Unapproved	06/05/2002	06/06/2002	\$283.44	\$0.00		MATTCOLOR	CH	24130842157033192800019	ATQ	Log Data
Unapproved	06/04/2002	06/07/2002	\$249.17	\$18.99		KIRST PUMP AND MACHINE WD	CH	24492792157118810900082	ATQ	Log Data
Unapproved	06/06/2002	06/07/2002	\$229.36	\$0.00	0000031008	FERGUSON ENT 665	CH	24001752158115074100091	ATQ	Log Data
Unapproved	06/06/2002	06/11/2002	\$248.05	\$0.00	62888204	ELMONTE WINNELSON	219	24492152162207628882044	ATQ	Log Data
Unapproved	06/07/2002	06/11/2002	\$281.19	\$0.00	62888205	ELMONTE WINNELSON	648	24492152162207628882051	ATQ	Log Data
Unapproved	06/11/2002	06/11/2002	\$993.08	\$0.00	89843818	GOLDEN WEST	CH	24492152183207858438185	ATQ	Log Data
Unapproved	06/13/2002	06/14/2002	\$359.49	\$0.00	0000037008	FERGUSON ENT 665	CH	24001752164115074700116	ATQ	Log Data
Unapproved	06/19/2002	06/20/2002	\$59.56	\$0.00	62888207	ELMONTE WINNELSON	CH	24492152171207628882076	ATQ	Log Data

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Administration

1. Click **Administration** on the High Level Task bar.
2. Verify that the Name and User ID are correct.
3. Choose your **User Verification**.
4. Click in the **Response** field. Enter your response.
5. Click in the **Current Password** field. Enter your current password.
6. Click in the **Enter New Password** field. Enter your new password.
7. Click in the **Reenter New Password** field. Enter your new password.
8. To process the request click **Submit**.

Tip!

- When resetting your password make sure that at least one character is different than your previous password.